Attachment

December 14, 2010, Health Benefits Committee Agenda Item 3b on Quality Measures
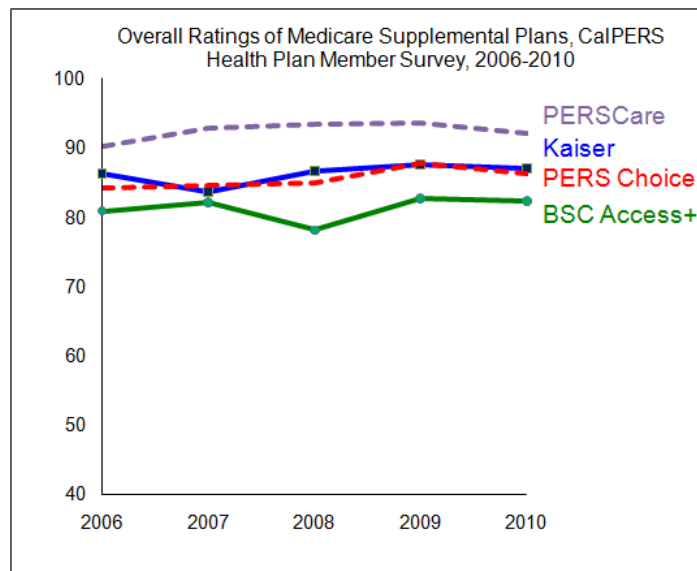
Figure 1
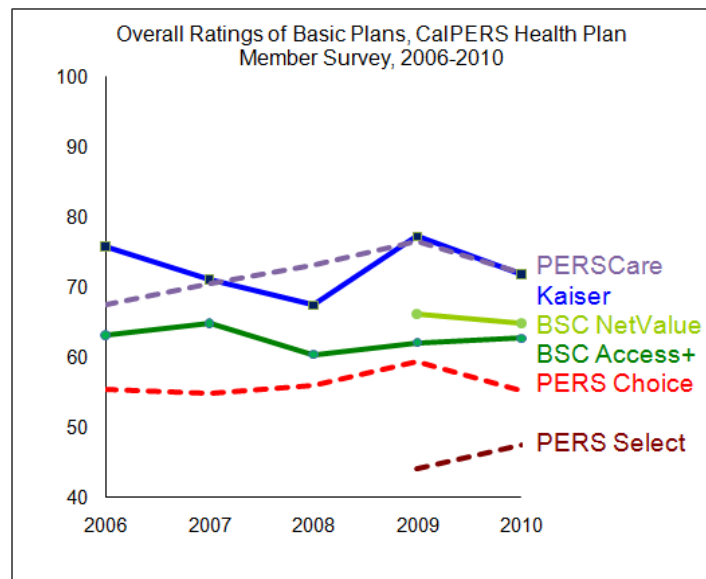
Overall Ratings of Basic Plans, CalPERS Health Plan Member Survey, 2006-2010

Notes:
- The lines represent the percentages of respondents who rated their health plan 8, 9, or 10 on a 10-point scale.
- The chart does not include ratings for Association plans.

Figure 2

Overall Ratings of Medicare Supplemental Plans, CalPERS Health Plan Member Survey, 2006-2010

Notes:
- The lines represent the percentages of respondents who rated their health plan 8, 9, or 10 on a 10-point scale.
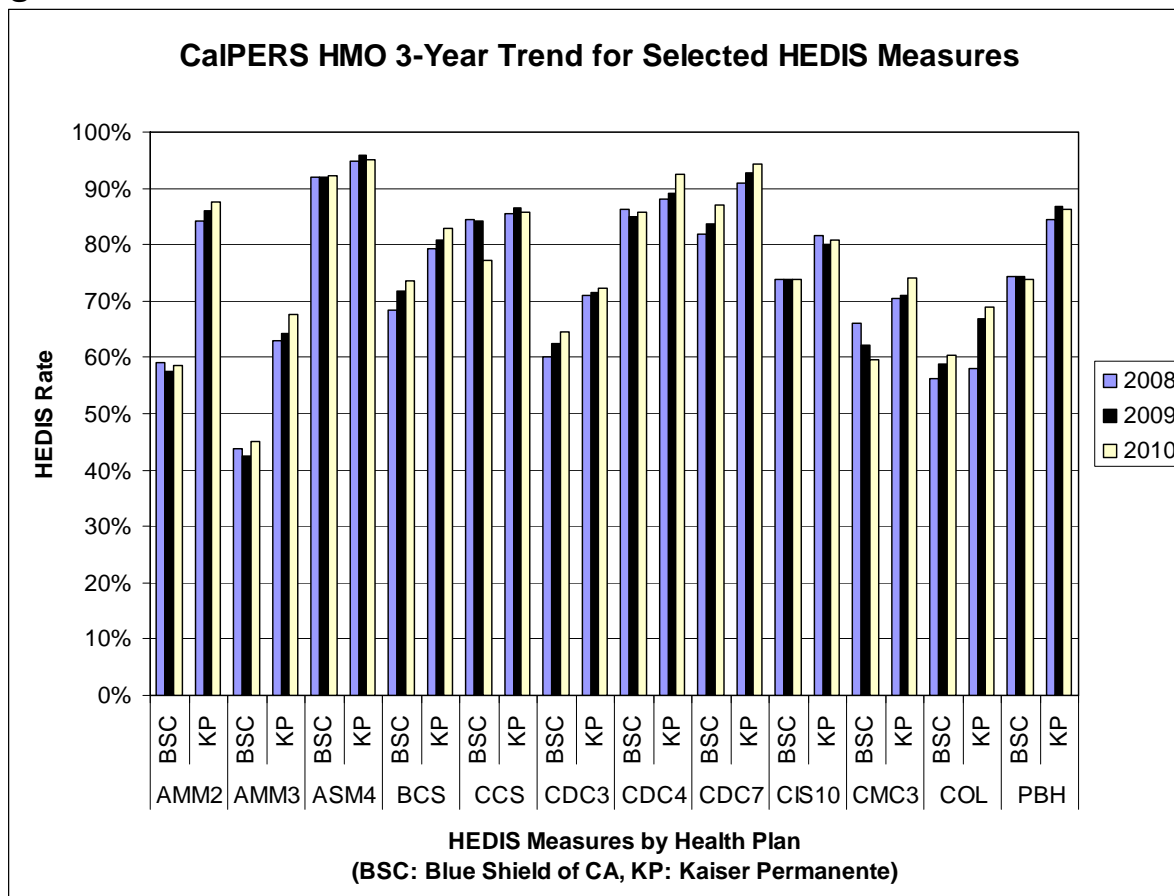- The chart does not include ratings for Association plans, for BSC NetValue, and for PERS Select.
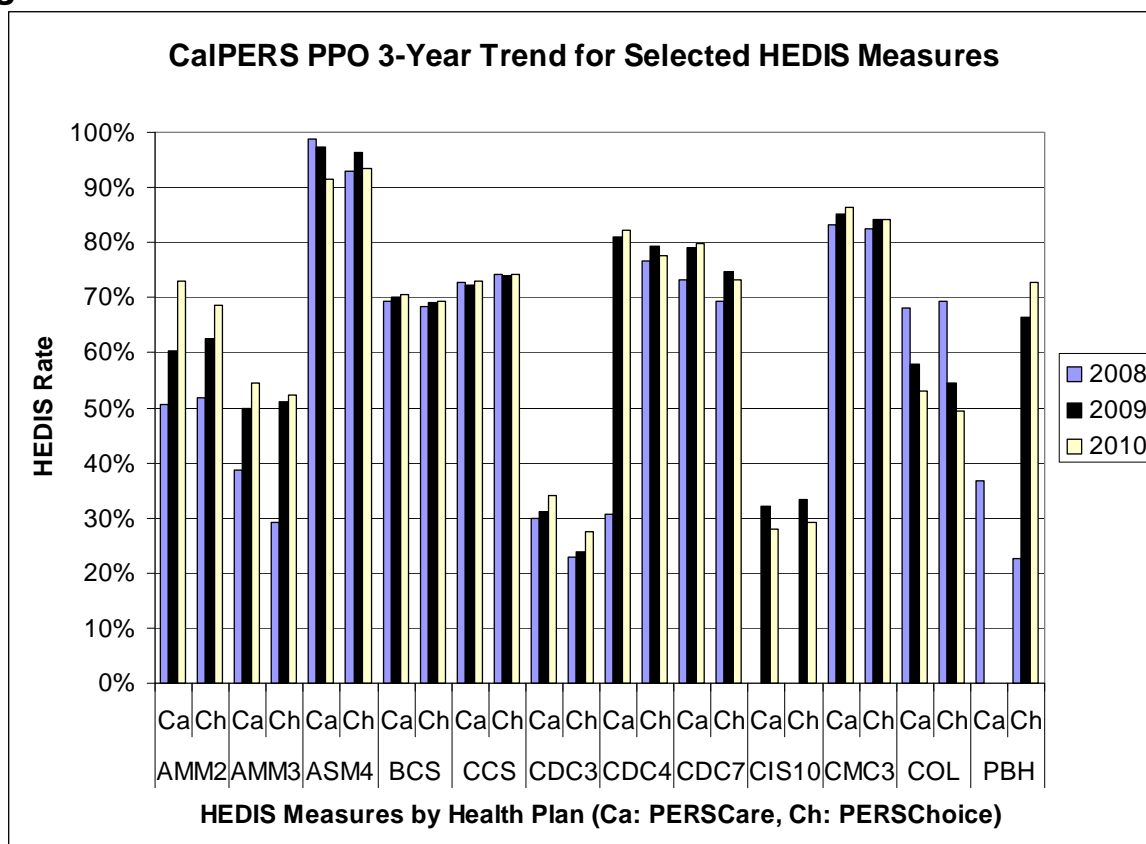
Figure 3

Notes:
- The HMO scores include data from all California members of the HMOs, not only CalPERS members.
- The acronyms for the selected HEDIS measures are:

AMM2	Antidepressant Medication Management - Acute
AMM3	Antidepressant Medication Management - Chronic
ASM4	Use of Appropriate Medications for People with Asthma - Total
BCS	Breast Cancer Screening - Total
CCS	Cervical Cancer Screening[1]
CDC3	Comprehensive Diabetes Care - Retinal Exam
CDC4	Comprehensive Diabetes Care - LDL Screening
CDC7	Comprehensive Diabetes Care - Medical Attention for Nephropathy
CIS10	Childhood Immunizations - Combo 3
CMC3	Cholesterol Management for Patients with Cardiovascular Conditions LDL<100
COL	Colorectal Cancer Screening
PBH	Persistence of Beta-Blocker Treatment After a Heart Attack

---

[1] The data collection methodology for Cervical Cancer Screening changed between 2009 and 2010 from "hybrid" to "administrative"; therefore, trends should be interpreted with caution.

Figure 4
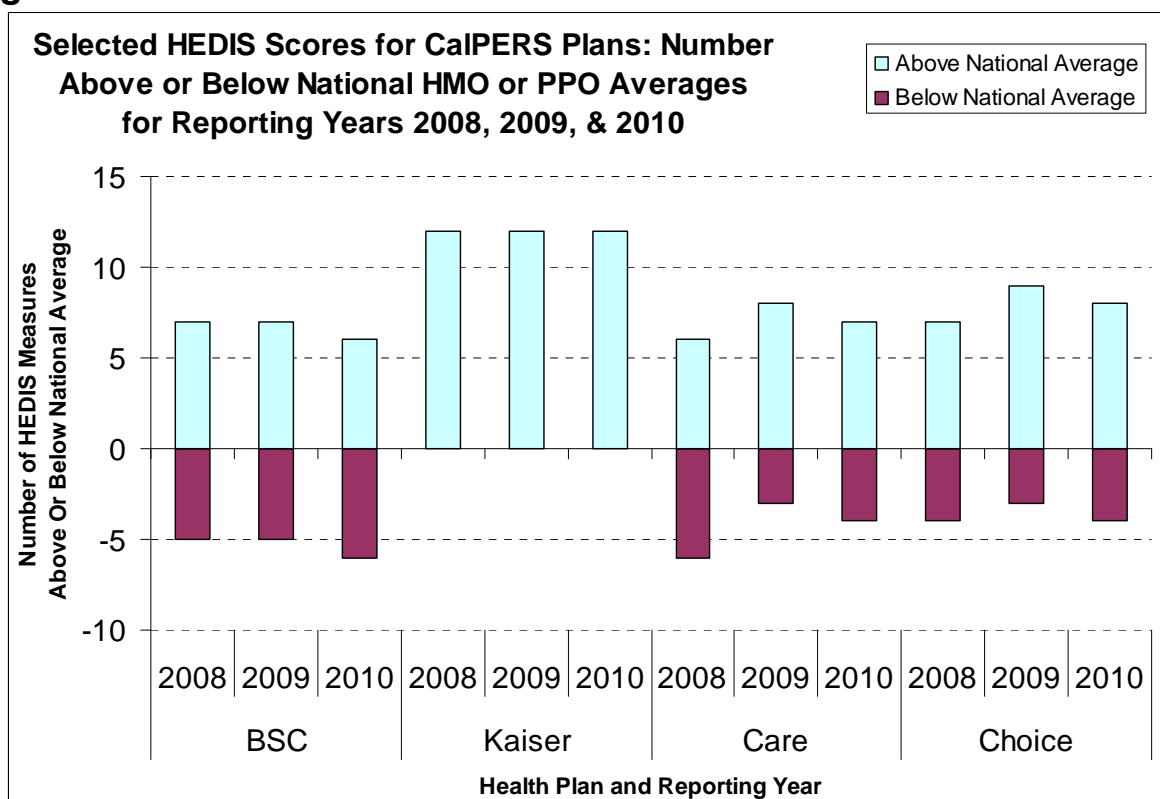
CalPERS PPO 3-Year Trend for Selected HEDIS Measures

Notes:

- The PPO scores include data from CalPERS members only.
- Missing columns indicate sample too small for valid rate, rate not reported, or rate materially biased.
- PERS Select was not included in this trend diagram.
- The acronyms for the selected HEDIS measures are:

AMM2	Antidepressant Medication Management - Acute
AMM3	Antidepressant Medication Management - Chronic
ASM4	Use of Appropriate Medications for People with Asthma - Total
BCS	Breast Cancer Screening - Total
CCS	Cervical Cancer Screening[2]
CDC3	Comprehensive Diabetes Care - Retinal Exam
CDC4	Comprehensive Diabetes Care - LDL Screening
CDC7	Comprehensive Diabetes Care - Medical Attention for Nephropathy
CIS10	Childhood Immunizations - Combo 3
CMC3	Cholesterol Management for Patients with Cardiovascular Conditions LDL<100
COL	Colorectal Cancer Screening
PBH	Persistence of Beta-Blocker Treatment After a Heart Attack

---

[2] The data collection methodology for Cervical Cancer Screening changed between 2009 and 2010 from "hybrid" to "administrative"; therefore, trends should be interpreted with caution.

Figure 5

Selected HEDIS Scores for CalPERS Plans: Number Above or Below National HMO or PPO Averages for Reporting Years 2008, 2009, & 2010

Legend:
- ☐ Above National Average
- ☐ Below National Average

Y-axis: Number of HEDIS Measures Above Or Below National Average

X-axis: Health Plan and Reporting Year — 2008, 2009, 2010 for BSC, Kaiser, Care, Choice

Notes:

- The HMO scores (for BSC and Kaiser) include data from all California members of the HMOs, not only CalPERS members. In contrast, the PPO scores (for PERSCare and PERS Choice) include data from CalPERS members only.

- For the 12 selected HEDIS measures specified on the previous two pages, the HMO plans (BSC and Kaiser) were compared with the HMO commercial national means, and the PPO plans (PERSCare and PERS Choice) were compared with the PPO commercial national means. The HMO and PPO commercial national means were published by the National Committee for Quality Assurance in the 2008-2010 "State of Health Care Quality" reports available at http://ncqa.org/.

- Instances where the sum total of measures for a plan in a given year does not add up to 12 (i.e., PERSCare 2008-2010 and PERS Choice 2008) are due to the unavailability of a rate for one or more measures.

- The statistical significances of differences between health plans' scores and the national mean scores were not calculated.